

**DUTY STATEMENT**  
**Information Technology (IT) Specialist II**  
**Domain: System Engineering**

Employee's Name				Effective Date	
Classification <b>Information Technology (IT) Specialist II</b>				Division/Section/Unit <b>Information Technology/Infrastructure &amp; Workstation Unit</b>	
Immediate Supervisor				Supervisor's Classification <b>Information Technology Manager I</b>	
CBID <b>R01</b>	Class Code <b>1414</b>	Work Week Group <b>E</b>	Time Base <b>Full-Time</b>	Location <b>Sacramento, CA</b>	
CalHFA's mission is investing in diverse communities with financing programs that help more Californians have a place to call home.					
<b>DIVISION DESCRIPTION</b> CalHFA's Information Technology Division (IT), implements and maintains systems and information technology infrastructure to improve service to partners and borrowers and keeps CalHFA on the competitive edge of the mortgage industry. IT also works with internal employees to maintain and improve CalHFA's network of email and internet services, as well as the many software programs used by other divisions.					
<b>POSITION SUMMARY</b> Under general direction of the Information Technology Manager I, the Information Technology Specialist II serves as Cloud (AWS/Azure) system engineer and provides architectural, engineering, operational, and project management support for the Agency's IT systems which include the server, storage, application, infrastructure, and the services hosted on them in support of the Agency's missions and goals. The IT environment includes production, development, test, and disaster recovery systems hosted in multiple sites on-premises and in the hybrid cloud and include the entire system life cycle for IT hardware and software assets. The duties and responsibilities include, but are not limited to the following:					
<b>CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS</b>					
This position requires the incumbent to maintain acceptable, consistent, and regular attendance; communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency's policies and procedures regarding attendance, leave, and conduct.					
2 CCR § 172 – General Qualifications, states in pertinent part: The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.					
<b>Percent of Time</b>		<b>Activity</b>			
50%		<b>ESSENTIAL FUNCTIONS</b> <b>Server and Cloud Administration Support</b> Administers, builds, maintains, and improves AWS/Azure environments to ensure the Agency's cloud environments are operational, functional and secured. Utilizes development and automation tools to ensure compliance with certification and regulatory standards. Sets up reporting, monitoring, and scheduled tasks such as AMI backups, instance reboots, etc., to ensure continuity of services. Supports migration of the CalHFA on-premises infrastructure/applications, as directed by the IT Manager I to an enterprise cloud solution (AWS, Azure). Creates and reviews technical and process documentations for			

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	auditing and process improvement from an operational and security standpoint. Collaborates with internal teams effectively and seeks to understand user experience and stakeholder perspective on operational processes. Proactively identifies and implements operational improvements, enhancements, and system customizations that meet business requirements. Builds out target cloud architectures for existing on-premises customer workloads that will be migrated to the cloud; Supports the migration of customer workloads to the cloud. Support analysis of applications targeted to migrate to the public cloud. Assists in maintaining architecture diagrams of target architectures based on best practices and customer requirements; walkthrough diagrams with customer and gain buy-in. Maintain security, network, and systems management applications within an AWS and/or Azure environments to ensure business continuity. Maintains availability, scalability, and performance plans for AWS, Azure, and various managed service environments for disaster recovery and future expansion. Maintains processes and quality improvements through task automation. Implements Infrastructure-as-code (IaC), automates security controls and alerts as well as routine maintenance tasks. Works with the Information Security Office (ISO) to implement security measures to protect CalHFA's cloud servers and infrastructure from intrusions and vulnerabilities. Researches evaluates, and test new technologies, tools, and services relating to the server infrastructure and provides innovative solutions to enhance existing processes. Serves as a technical architect for the Agency's' cloud computing infrastructure, evaluating business needs, security impacts, and the overall effects of changes to the physical, virtual, and cloud server environments.
30%	<p><b><u>Data Integrity and Management</u></b></p> <p>Develops, implements, tests, and deploys procedures for all server backups, including the cloud infrastructure servers and restores utilizing the CalHFA backup solution, to ensure sufficient capacity, reliability, management, performance, and integrity of CalHFA data. Manages and maintains the Agency disaster recovery infrastructure to ensure business continuity. Audits the cloud infrastructure system performance and serves as the escalation point for troubleshooting system components.</p>
15%	<p><b><u>Windows Server, VMware Server, and EMC Storage Area Network (SAN) Infrastructure</u></b></p> <p>Shares responsibility with other infrastructure staff for creating and maintaining the server hardware/software and storage side of the network. Provides technical support and assistance to the Service Desk for the troubleshooting of application problems, system configuration issues, and malfunctions. Diagnoses and resolves system hardware, software, and firmware problems as they arise. Manages, maintains, and troubleshoots the CalHFA VMware environment, including VMware 5.5-6.x virtualization software, ESXi, vCenter, vSAN, and clustering. Manages and maintains enterprise patch management infrastructure to ensure business continuity.</p>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <p>Actively participate as a team member. Stays current on emerging technology issues and ensures client satisfaction. Participates in staff meetings, attends training, provides work status reports, handles special projects, and other duties assigned within the current classification.</p>

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<p><b>KNOWLEDGE, SKILLS, AND ABILITIES</b>  Additional Knowledge, Skills, and Abilities may be found in the classification specification.</p> <ul style="list-style-type: none"> <li>• Ability to analyze situations accurately, utilizing a variety of analytical techniques in order to make well informed decisions.</li> <li>• Ability to identify problems and develop/evaluate alternative solutions.</li> <li>• Skill to gather, analyze and interpret data.</li> <li>• Ability to establish and maintain cooperative working relationships.</li> </ul> <p><b>WORK ENVIRONMENT AND PHYSICAL ABILITIES REQUIRED</b></p> <ul style="list-style-type: none"> <li>• Seldom overnight travel.</li> <li>• Work in a high-rise building.</li> <li>• Use computer keyboard and read from computer screens several hours a day.</li> <li>• Requires movement of heavy objects and equipment up to 40 pounds.</li> </ul> <p><b>The following abilities are for most positions with or without an accommodation:</b></p> <ul style="list-style-type: none"> <li>• <b>VISION</b> – You must have sufficient vision to perform the following duties; prepare various forms; proofread documents; read printed material, read from computer screen, and read handwritten materials.</li> <li>• <b>HEARING</b> – Your hearing must be sufficiently acute to perform following duties: Answer telephones; receive verbal information from outside sources; understand verbal instruction.</li> <li>• <b>SPEECH</b> – You must have sufficient ability to speak to perform following duties: Receive visitors; answer inquiries and provide verbal information or instruction.</li> <li>• <b>BENDING, STOOPING, KNEELING</b> – You must be able to bend at the knee or waist, stoop, and kneel to perform duties: Fill the copier with copy paper.</li> <li>• <b>SITTING OR STANDING</b> – You must be able to sit or stand for extended periods of time to perform the following duties: Attend meetings, tour facilities, sit at a desk for extended periods of time to perform division administrative duties that are mandatory for this position.</li> <li>• <b>CONCENTRATION</b> – You must be able to continuously concentrate to perform the following duties: Review and read records/documents, research, compose, analyze, compile, and update technical documents; multi-tasking; preparing various forms and documents.</li> </ul> <p><b>PERSONAL CONTACTS</b>  Vendors, technical staff, end-users, and management personnel at all levels.</p> <p><b>SPECIAL REQUIREMENTS</b>  Subjected to Conflict of Interest Code, Form 700.</p>		
<p><b>SUPERVISOR ACKNOWLEDGEMENT:</b>  I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.</p>		
Supervisor's Name	Supervisor's Signature	Date
<p><b>EMPLOYEE ACKNOWLEDGEMENT:</b>  I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.)</p>		
Employee's Name	Employee's Signature	Date

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ANALYST'S STATEMENT: I have reviewed this Duty Statement.		
Analyst's Name	Analyst's Signature	Date